



Request for City Council Committee Action from the Information Technology Department

Date December 3, 2012

To: The Honorable Betsy Hodges, Chair, Ways and Means Committee

Subject: Extend and Increase Contract with Cassidian Communications, Inc

Recommendation: Authorize proper City officials to:

- a) extend contract C-22985 with Cassidian Communications, Inc. by three years, through February 9, 2018, for the 911 telephone system,
- b) increase the contract by \$400,000 for a new contract total of 2,525,150, and
- c) Include two one-year options to extend the contract.

Prepared by Elise Ebhardt, Interagency Coordinator, 612-673-2026

Submitted by Otto Doll _____, 673-3633
Chief Information Officer

Approved by Paul Aasen _____
City Coordinator

Presenter in Committee Otto Doll

Policy Review Group X Not Applicable

Permanent Review Committee (PRC) X Approved 11/8/12

Prior Related Directives:

February 10, 2006: Authorization to execute contract with CML Emergency Services, Inc. to provide emergency 911 telephone and telecommunication services

Financial Impact: None. No additional appropriation is required.

Financial Impact (Check those that apply)

- X No financial impact (If checked, go directly to Background/Supporting Information)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):

Background/Supporting Information

City Council approved the execution of contract C-22985 with CML Emergency Services, Inc. (now Cassidian Communications, Inc.) on February 10, 2006 to replace the City's aging 911 phone system.

In addition to providing the 911 telephone system and maintenance services, Cassidian's system provides a mirrored 911 telephone system at the 311 Call Center to handle call overflow and serve as a disaster recovery site for 911 services. The system integrates with the City's upgraded telephone system, adds new functionality to speed up the call answer time of 911 callers, and provides for an improved instant recall recording functionality. Currently, the total amount of the contract is \$2,125,150, and the contract expires on February 28, 2013. The City currently pays close to \$125,000 per year for support and maintenance of the Cassidian system.

The current technology roadmap shows this system being replaced within the next five years. IT would like to start assessing new systems beginning in 2013. The assessment will include working with the Metropolitan Emergency Services Board to review available options for the region. While the assessment is being performed, the current Cassidian system will need to be supported by the vendor.

IT would like to increase the amount of the contract by \$400,000 and extend it three years with two one-year options to renew to allow us time to assess new systems and go through the City's procurement process.

The Permanent Review Committee approved the request to extend the contract on 11/8/12.

Request for Approval

IT is requesting authorization for the proper City officials to:

- a) extend contract C-22985 with Cassidian Communications, Inc. by three years, through February 9, 2018, for the 911 telephone system,
- b) increase the contract by \$400,000 for a new contract total of 2,525,150, and
- c) Include two one-year options to extend the contract.

Funding for the contract extension is covered within the existing IT cost allocation model, paid for by the 911 department. Capital funding (CLIC) has been requested, and if approved we will move forward with the planning of the replacement 911 phone system in the fall of 2013.